



PROVIDER ALERT

RI Telehealth/Telephone-Only Guidance.
Optum NHPRI & UHC

Dear Provider:

This notification is being sent to you regarding a change to billing requirements for telehealth/virtual visits.

- Optum will reimburse telehealth services which use standard CPT codes for outpatient treatment.
- Contracted providers should bill using the appropriate CPT and/or modifier code as indicated on their fee schedule.
- All other Practice Management System Protocols will remain in force.
- Please note the NHPRI Commercial modifier use telehealth video versus telephone effective 04/01/2022 and the guidance for using POS 10 noted in the grids below.
- **NHPRI modifier 95 use is effective 07/1/22**

Outpatient Telehealth Services Optum United Health Care			
Product	Procedure Codes	Modifier Options	Place of Service (POS) Code
UHC Commercial	-Use standard outpatient CPT codes -Contracted providers, use applicable CPT codes(s) listed on your fee schedule	-GT -GQ -95	Participating Network Providers - Can use that POS you would have used if the service had been delivered in person or - Can use POS 10 if the member is at home Non-Participating providers -Use POS you would have used if the service had been delivered in person
UHC Medicare Advantage	-Use standard outpatient CPT codes -Contracted providers use applicable CPT code(s) listed on your fee schedule	-GQ -95	Participating Network Providers - Can use that POS you would have used if the service had been delivered in person or - Can use POS 10 if the member is at home Non-Participating providers -Use POS you would have used if the service had been delivered in person
UHC Medicaid	-Use standard outpatient CPT/HCPCS codes listed on your fee schedule	No telehealth modifier needed	POS 10 for in the home POS 02 for outside of the home

Outpatient Telehealth Services Optum Neighborhood Health Plan (NHPRI)			
Product	Procedure Codes	Modifier Options	Place of Service (POS) code
NHPRI Commercial Exchange	-Use standard outpatient CPT codes. Contracted providers, use applicable CPT codes(s) listed on your fee schedule.	95-- used when providers supply audio/visual services. Services that are audio-only would not require this modifier.	Waive all Commercial member cost share for telemedicine with no procedure code specificity, POS = 02 or POS = 10, INN providers only. Medicare and Medicaid LOB out of scope for no member cost share. Note: POS 10 is for in the home and POS 02 is outside of the home.
NHPRI Integrity	-Use standard outpatient CPT codes. Contracted providers, use applicable CPT codes(s) listed on your fee schedule.	95-- used when providers supply audio/visual services. Services that are audio-only would not require this modifier.	POS 10 for in the home POS 02 for outside of the home
NHPRI Medicaid	-Use standard outpatient CPT/HCPCS codes listed on your fee schedule	95-- used when providers supply audio/visual services. Services that are audio-only would not require this modifier.	POS 10 for in the home POS 02 for outside of the home

If you have any questions, please contact our Provider Services Line at **1-877-614-0484**.

Cristina Almeida
Optum Director, Provider Services RI